

Special Mail/Scanning Pickup, Delivery and Handling Instructions

9/12/05 Definition of “INCOMING MAIL”: Incoming mail is ANYTHING that gets delivered to the mailroom or walked in to the TAC window, by the USPS, private couriers, members of the public, interoffice mail, mail from OIPE, USPS-returned mail, etc. I don't care if it's a postcard or a surf board. If it is delivered to the mailroom or that TAC window, it's MAIL and you have to assign a mail date to it. People's rights are affected by the mail dates you assign. It is critical that this basic function be handled properly.

6/5/06 – Pitney Bowes Supplies: Please keep a log of what you order and place your orders through Pam Lloyd. Pam will validate your receipt before she pays invoices. Do not accept delivery of PB supplies that you did not order. Please alert Robin Lewis at the USPTO main mailroom of any DM 1000 Pitney Bowes supplies that may have accidentally be delivered to the TM mailroom.

Bulky Specimens for both new applications and paper correspondence (Terry Rupp and Sharon Marsh 7/2/03): NOTHING IS TO BE PLACED IN THE FILE WRAPPER THAT IS NOT SCANNED AND AVAILABLE IN TICRS. Forward all digital (ie, electronic) bulkies with the file; all other bulkies may be discarded once they are photocopied for scanning, except any brochures that will easily fit in the file wrapper. If there is any confusion over whether a specimen is “bulky” or not, and it is not a book, magazine, pamphlet or brochure, you may ask the COTR. Photographs and other items on paper or similar materials that are easily 2-hole punched and placed in the file wrapper are not “bulky”.

- **Books** – a volume made up of written or printed pages fastened along one side and encased between protective covers.
 - Scan only the cover, the binder, the Table of Contents, the back cover, and any page(s) specifically tabbed by the applicant
 - Photocopy that which will not scan well
- **Magazines** – a periodical containing a collection of articles, stories, pictures, or other features
 - Scan only the cover, the binder, the Table of Contents, and any page(s) specifically tabbed by the applicant
 - Photocopy the cover of any glossy magazines that won't scan well,
- **Pamphlets and Brochures** – anything that is not clearly a magazine
 - Scan the entire item. The idea is that the examiner would like to view the advertising to see if the applicant is providing the goods/services stated in the application (per Sharon Marsh, 9/20/02). If the brochure will fit in the file and can easily be 2-hole punched, do not discard but affix in the file wrapper.
- **Digital Bulkies** – these MUST be forwarded along with the file
 - Photocopy the cover and any binders on these.

- Affix a label to the photocopied pages with the following wording imprinted on the label: “DIGITAL/ELECTRONIC BULKY IN FILE WRAPPER”
- **Other Bulkies** - photocopy or digitally photograph any bulkies that won't scan because of physical characteristics (like a bottle....). Be sure to capture any writing on the item.

Work Location Routing Sheets

- (3/24/06) Please take those for PRU directly to PRU. Do not attach the Physical Location Routing Sheets to these documents. Beginning 4/3/06, begin boxing these for pickup in early May 2006 by the warehouse.
- 6/12/06 – Please stop sending Registration Certificates and URCs to PRU. They need only the Work Location Routing Sheets.
- 3/30/06 – On April 3, 2006, please STOP sending the Physical Location Routing Sheets to the Petitions office. Those may be boxed up for pickup in early May by the warehouse contractor.

Mail Pickups/Deliveries Required:

Daily misc scanning drop off and pick up:

- **Petitions**

Pickup daily from the Mailbox Etc. location:

The address is:

Plaza Mailboxes
2101 Crystal Plaza Arcade
Crystal City

The box number is 314. ***The mail for the Trademark Law Library should be separated from all other mail in this box. Trademark Law Library mail should be delivered, unopened, to the Law Library. All other*** should be processed as if it were incoming mail, with all of it directed to the A/C's Office. No key is needed – just ask at the desk for the mail.

If the volume of mail is small, the government will re-evaluate and pickup may be scaled back to twice a week.

Updated 10/25/05: TIPS Proofs Pickup 4/30/05: Pickup each Friday as soon as notification from OCIO's Production Control (like Kim Tobias or Charlene Washington) by email that the TIPS Proofs are ready for pickup. Production Control will email Susan Kelsey, Davene Barfield, and James Ratschachack when the TIPS Proofs are ready for pickup. While it will generally be earlier in the morning, it may occasionally be later in the day if OCIO encounters problems. If you hear nothing, contact Charlena

Washington by email to inquire. Deliver these printouts to Lisa Jones in TQR in Room 7a80a Madison East, within one business day of pickup. Pickup is in the STB in Room 2C10. Please be sure to speak to someone in Room 2C10, letting them know you are from Trademarks to pick up these TIPS Proofs.

I am trying to get Kevin Peska to begin printing his own TIPS proofs in-house. Once that happens, this task will go away.

5/18/05 – ITI will also receive a weekly report (TMIIPEDA01/TMIPE70-P01, Trademark Pre-examination Daily Report). Once I understand what this is, I will complete this section.

Ad-hoc OCIO Printouts Pickup 4/30/05: On rare occasions, Blake Pearl may require a pickup of OCIO-printed reports. Blake will email Larry Vandergrift and Zac Clifton. Delivery to Blake is requested within 2 business hours of the request to ITI.

Pickup (10/21/03):

Daily and possibly twice daily starting November 3, 2003, from the USPS Box 16471 at the USPS facility in the Mall near the Hamburger Hamlet on Crystal Drive. The mail to be picked up at the facility will be clearly marked as either MPU (Madrid Processing Unit) or Native American Insignia. Some of the mail may be "registered" and may require signing of USPS documents in order to obtain them. Please provide a count of each category of mail picked up in the weekly COTR report. The volume of mail may grow exponentially from the current count to thousands of letters a week. No volume estimates are currently available. Still valid as of 4/25/06.

Native American Insignia mail. The contents, including the envelope, once scanned, go to Ari Leifman, in the A/C's Office, 10th floor STB. A key to this mailbox will be provided. The key must be safeguarded by the contractor as it is the only one we have (key # 00309).

4/1/05, Law Library Mail Pickup to begin week of 4/10/05: Daily pickup of Law Library mail at the UPS Store at 107 S. West Street, near the SW corner of King and West Streets in Old Town. You may want to use the DASH bus to pick up this mail as it is on the DASH line. Bob Farina will give you a key for the 24-hour lock box. You will need to show a USPTO contractor badge for anything behind the counter (mail that didn't fit in the lock box, etc). There is 24-hour access to this UPS store. Still valid as of 4/25/06.

Mail picked up must be delivered directly to MDE b65 – Trademark Law Library.

1. Faxes received at: 703-308-9096 should be scanned in as incoming correspondence and delivered.

2. Pickup of documents to be scanned under TODS from each Law Office and the A/C's Office twice daily between the hours of 10 am and 11am and again between 3 pm and 4 pm. Documents picked up for scanning on the morning run must be returned to that Law Office on the afternoon run. Documents picked up for scanning on the afternoon run must be returned to that Law Office on the morning run. The offices will only have the document, with a transmittal form, in the pickup boxes (ie, no accompanying file). Please do not scan the transmittal form, but return it to the LO with the document. Please scan these documents in TODS under category "Outgoing Evidence". Use the date of from the transmittal form (Mailing date of Office action) as the date for the index module. Include a count of these documents scanned in the weekly COTR report. Scanned evidence should be returned to the front desk of the Law Office from which it was picked up and it should be clearly noted on the evidence document that ITI has scanned it as requested.
3. ***July 15, 2003. Special daily pickup only (no return) of documents to be scanned for the Commissioner's Office while ADT program is being repaired. These documents will be accompanied by a transmittal – see Word Document "ITI Scanning Cover Sheet1 – AC's ADT Interim Solution". The pickup location is on the 10th floor of the STB, located under existing internal office mailboxes and it is labeled "ITI PICKUP BOX" (for scanning into TICRS). Pickup is once daily. Scanned documents should be discarded.***

Special Mail Handling:

6/9/03 – any credit cards that come in to the mailroom must be delivered to the addressee personally. If the addressee is not available, and only after the 3rd unsuccessful attempt, please give the item to the COTR. The gov't issues credit cards to authorized employees for a variety of reasons and we cannot have opened, unsigned, credit cards sitting around in-boxes

Special Scanning pick up effective 4/12/04:

Starting 4/12/04, pick up on the afternoon mail run from TTAB reception area in box labeled "Scan into TICRS", TTAB Notices of Appeal, Applicant's Briefs, Requests for extension of time to file an appeal brief, Requests for suspension of appeal, Requests for oral hearings, and other miscellaneous TTAB documents. Please identify all papers in their upper right hand corner as "TTAB" (per Terry Rupp 6/9/04) and then scan them under category "Incoming Correspondence." Then send the paper on to the file location in TRAM for insertion in the file wrapper.

UPDATE PENDING – please do not scan any more TTAB documents picked up at the TTAB until further notice.

Weekly TTAB Mail Report Needed, effective 8/4/04

Starting with the week ending August 2, 2004, please email and Bonita Royall (TTAB) with a report of the count of TTAB mail taken to TTAB for that reporting week. Include this count in the biweekly COTR report.

TTAB Mail. When a case is in a TTAB status and paper correspondence comes in that is not clearly marked as TTAB papers, the papers are scanned through our incoming paper correspondence program. The current procedure is to create a Work Location Routing Sheet for TTAB and a Physical Location Routing Sheet for the place where the physical jacket is located (normally Madison Central docket, but could be TTAB). The actual papers themselves go with the physical routing sheet.

Below are the case status we are using to determine if it is an active TTAB case.

TTAB status

771 - concurrent use pending,

772 - interference pending,

774 - opposition pending,

790 - cancellation pending,

760 ex parte pending,

801 opposition papers filed

804 appeal received at TTAB

TRAM Notices (10/19/04)

NOAs – these will be delivered weekly from Production Control out of OCIO. Please mail them within one business date of receipt. *Update 7/22/05 – please try to hold the NOAs until the issue date (date printed on the notice) arrives. Then mail them out. Mailing them as we get them is causing us a huge PR problem. I've asked Joan for a solution, but until someone can figure it out, I think we'll have to pull the post-dated notices until the date arrives.*

6/8/05 – Other Tram-generated notices will be delivered from Production Control in OCIO perhaps daily. It is critical that these notices be mailed within 1 business date of receipt.

Carlyle Pick-up and Drop-Off locations for all Mail (update 12/2/04):

Effective Monday, December 6th, all physical location routing sheets and logical location routing sheets are to be sorted by LO and ITU, and delivered in the appropriate bins outside of the 4C18 Service Center. DTSV is setting up bins along the wall and will have these clearly identified. Please identify on the weekly COTR report a total count of routing sheets for these 13 bins.

12/10/04 - Please do a further sort of physical location routing sheets and separate out any containing specimens. These do not require to be sorted by LO, but may be lumped together and delivered to the same location as the routing sheets described in the paragraph above. DTSV will supply a designated bin for physical location routing sheets with specimens.

All other mail (ie, not the routing sheets because they have specific processing requirements that DTSV will perform prior to delivering them to the SLIEs), should be sorted and delivered to the 4th Floor North Service Center office boxes (Room AE04c70). Please provide a total count of all other mail delivered in the weekly COTR report.

2/22/05 – please separate the Work Location Routing Sheets from the Physical Location Routing Sheets and deliver both to the MADCD, with these exceptions:

- **TEAS SOU AND EXT Physical Location Routing Sheets, 1/11/05:** Please discard these. Only the WORK Location Routing Sheets should be taken to the MADCD. *Effective week of 9/26/05, this instruction will be replaced.* Effective 2/6/06 you may stop printing these.
- **TEAS PRU Physical and Work Location Routing Sheets:** Please take the Physical location routing sheets to PRU and the Work Location Routing Sheets to Johnson Controls in the MADCD. **3/20/05** – For an interim period, any TEAS Work Location Routing Sheets showing a Work Loc of P&I, please give these to Donald Britt to handle. With a future release of IPC, this should be corrected. *Effective week of 9/26/05, this instruction will be replaced.*
 - Update 3/24/06 – All PRU TEAS Routing Sheets may be delivered directly to PRU. If TEAS is also printing a Physical Location Routing Sheet (and I doubt that it is now), please discard them.
- **TEAS (Series 78) PRU and ITU Routing Sheets: effective week of 9/26, Al Lambert will advise. This will replace the 2 bullets above.** Print the PRU and ITU Routing Sheets that are emailed daily to TM Services Reports. The Routing Sheet is formatted as a MS Word document. These must be printed within one business day of receipt of the email. Manually sort by the ITU versus PRU and deliver to the Central Docket the same as for other routing sheets for ITU or PRU. Please tell Al Lambert and the COTR immediately if something seems amiss to you!

Exception Processing: On rare occasions, reprints may be needed. If this happens Al Lambert will email Mark Freemantle to make arrangements for a special reprint.

10/5/05: From Al Lambert, Today we tested on Ronnie's PC the printing of Routing Sheets for Ext of SOU to recreate "dark" barcodes that could not be scanned. All the barcodes printed in normal fashion. Barcode issues have

periodically surfaced for several years and no permanent solution has been found to address all situations.

10/13/05: Quality inspections to be performed:

- Barcodes: Each day one routing sheet from every outlook file be visually examined for “dark” barcodes or other anomalies. DTSV has a similar check since the barcode discrepancies have been identified in their processing stage. Any discrepancy found is easily fixed by destroying the routing sheets and printing again from a different printer.
- Also check 4 routing sheets a day to ensure that the TRAM prosecution history is updated with the date of the routing sheet and the entry TEAS EXT/SOU RCVD or something very similar. And then check the same serial number in TICRS in the Category, “Incoming” with the same date as the fee/routing sheet. Any discrepancies – call Al Lambert immediately.

Continue to record the event and printer causing a discrepancy in the printing of a routing sheet so that enough evidence can be accumulated to hopefully solve the problem

TEAS FORMS PRINTING, 2/23/05: The TEAS backend program must be run each business day that the government is in operation. Follow the instructions in the TEAS User Manual and include a count of ITU and PRU sheets printed each week on the biweekly COTR report. Discrepancies noted between TEAS and TICRS need to be directed to John Kuo (TEAS Backend SDM)) over in OCIO.

6/21/05: TEAS Work Location Routing Sheets addressed to the SLIE of Pre-examination (Donald Britt), must be delivered to Donald each day. These are terribly time sensitive and cannot be allowed to sit in the mailroom for more than 4 business hours.

12/22/05: PRU will continue to have 2 TEAS Routing Sheets printed for the foreseeable future.

TEAS ITU and PRU Routing Sheets, 12/5/05: Timestamps are now operational on these TEAS Routing Sheets! Please remember, the purpose for these timestamps are to help contractor personnel eliminate confusion over duplicate printing of identical routing sheets. The stamps show the date of submission by the applicant.

12/20/05 – For duplicate routing sheets, please trash the older of the two routing sheets. If the timestamps are exactly the same, they are duplicates.

12/20/05 – for Routing Sheets that are more than one week older than their mail date, please notify BOTH Al Lambert and the COTR. We will want to see the email coming from OCIO with the tardy TEAS filing attached.

TEAS/ROA Process Errors! 12/21/05 – please disregard this daily email. Per AL Lambert, no action is required of the contractor relative to this email.

12/21/05 – Per Al Lambert: The schedule for printing TEAS forms will be as follows: For each, ITI should expect an email from OCIO around 2 PM each weekday.

- Monday -- Process previous Fri/Sat/Sun.
- Tuesday -- Process Monday submission.
- Wednesday -- Process Tuesday submission.
- Thursday -- Process Wednesday submission.
- Friday -- Process Thursday submission.

Hence, the Fri/Sat/Sun Routing Sheets will contain “old” calendar dates and possibly even a Thursday date depending on the time of submission by the applicant and polling times. A Holiday day could impact on the above timeframe.

1/13/06: QC of printing of TEAS Routing Sheets:

Monday through Saturday an email is forwarded with attachments containing the Routing Sheets for PRU, ITU and AAU. The ITU attachments consist of Extension of Time and SOU.

- The LOG file contains a summary by serial number and the action (granted or printed) taken for each category (PRU - Section 8, .., ITU - SOU, EOT, ..etc).
- ITU Extensions are listed by serial number of those granted with a summary total. This is automatic approval with three entries in TRAM (received, filed and granted) and a stylesheet in TICRS.
- ITU Extensions submissions that are not automatically granted have a Routing Sheet created. The error log identifies each serial number with a grand total. Hence there is a Routing Sheet for each of these serial numbers.
- The SOUs are similarly displayed by Serial Number with the total number submitted and hence Routing Sheets created for printing.
- Whoever prints these files can spot check by serial number the following (for EOT)
 - Check a few of the auto granted in TICRS/TRAM
 - Check a few for the creation of Routing Sheets.
 - Performing counts will not work because of the large numbers.
- Similar process for SOUs.

Document Identification Guidance 11/30/04, If the filing does not clearly state that it is an SOU filing, check TRAM to see if it even is an ITU file before pulling SOU fees. When in doubt, ask Janis Long to help you.

Identifying Statements of Use....there should be some mention in the applicant's submission that a Statement of Use is being filed. Do not be fooled by applicant's statement that they were submitting "A Statement Under §2.52(a)." They were submitting a standard character claim and there is no fee required for this. Please validate by looking at the filing itself to see if it is an ITU filing. A Statement of Use is filed pursuant to 37 C.F.R. §2.88 and a Request for Extension of Time to file a Statement of Use is filed pursuant to 37 C.F.R. §2.89, if that helps.

Scanning Letters of Protest 12/8/04. When the mailroom gets Letters of Protest, please begin scanning them as document type: LETTER OF PROTEST (hidden). Deliver both the physical location routing sheet, with the incoming document attached, and the work location routing sheet to the Petitions Office on the 4th floor.

- *Update 1/5/04: Until further notice, please do not scan these Letters of Protest!*
- *Update 2/10/05 – Resume once Lottie declares testing to be completed, perhaps as early as 2/10/05.*
- *Update 5/1/06 – Deliver only the Work Location Routing Sheet to the Petitions Office. Store the document, attached to the Physical Location Routing Sheet, in a separate box. Each week, notify NATEK (warehouse contractor) to come pick up the box of LOP. Clearly label the box as LOPs for special filing at the warehouse.*

1/13/06: Ad hoc scanning pick up. *ITI should be looking for ad-hoc scanning to be picked up on the regular mail runs. These will be documents that need to be added to the TICS record. An instruction sheet should accompany each document so that you know what application to use to scan the document and in which category to place the scanned image.*

Handling USPS-returned Mail 1/14/05: Please do scan these documents, and the envelopes, under IPC. They can be indexed under INCOMING. Joan is correcting the Routing Sheet table so that physical routing sheets only will be generated for these (routing USPS-returned mail with yellow labels with forwarding addresses to the Pre-exam contractor and those without to the MADCD, unless the item was returned for insufficient postage, in which case please affix the correct mail fee and remail.) Until such time as the IPC program changes go into effect, please discard the Work Location Routing Sheets. 9/12/05 DO NOT DISCARD THE ENVELOPES!

4/10/06, Do not discard the Work Location Routing Sheets for USPS-returned mail that must be processed in the Central Docket. Please be sure to send these off to the Clerical Contractor for processing there.

8/18/05: USPS-Returned Registration Certificates: Please DO NOT staple the routing sheets to these and be very careful with these. Sometimes the actual registration

certificate is loose and falls out. These are the inserts to the diploma-type documents that encase it. Do NOT remove the grommels that hold these inserts in place. PTO-issued reg certs are not to be mutilated in order to facilitate scanning.

- If the returned item does not have a new address on the yellow sticker, staple the document to the Physical Location Routing Sheet and forward to the MADCD. You may discard the envelope.
- If the returned item has a yellow USPS label with a new address, remail the correspondence and the original envelope, in a new envelope (and use common sense in terms of the size envelope needed – DO NOT USE LARGE ENVELOPES if it can be avoided (9/13/05) - , to the new address identified in the yellow label with this notice below attached. 9/28/05, Please be careful to correctly write down the name of the applicant!!!! We are finding that ITI is using only the last name and this is a sloppy attempt to readdress this mail. These are our customers that this mail is going to. Remember that! Run transaction 6114 after remailing the USPS-returned letter. Enter Employee # 99777, select “C” and enter the serial number. 9/27/05, Do. not include the physical location routing sheet in the remailed item! ***10/20/05, Please be sure that you do not readdress mail to the TM office. Be careful when reading that yellow label. If it contains our address as the forwarding address, then treat the document as in the bullet above and send it to the central docket for further processing. 10/20/05, Labels that say “renvoi a l’expediteur” mean “return to sender” in french. This is not a forwarding address! PLEASE THINK!***

TO WHOM IT MAY CONCERN:

The U.S. Postal Service has returned the attached correspondence to the United States Patent and Trademark Office (USPTO) as undeliverable. It appears that your address has changed. However, Office records have not been updated to reflect this change.

Any future correspondence will be mailed to the correspondence address of record until a written request to change the address is received in the Office. 37 C.F.R. §2.18. The Office recommends that changes of address be submitted electronically through the USPTO website, at

<http://www.uspto.gov/teas/index.html>. USPTO records are automatically updated when the change is submitted electronically. You can check the current correspondence address assigned to this application/registration by reviewing the contact information at <http://tarr.uspto.gov/>.

- If the item was returned because we applied the incorrect postage, run transaction 6114, plus employee # 99777, select “B” and enter the serial number. ***1/10/06 update: Then remail the item with the correct postage.***

9/20/05 – until further notice, after processing all USPS-returned postcards as instructed above (but before sealing outgoing remails) please deliver all USPS-returned postcards to

the COTR. **9/27/05: THIS MEANS THAT THE COTR SHOULD BE GIVEN ALL USPS-RETURNED ITEMS, BOTH THOSE YOU ARE REMAILING AND THOSE THAT YOU ARE SENDING TO THE MADCD. 1/10/06 – just formalizing that this no longer is needed.**

Scanning PRU Files, 2/2/05: Please pick up files from the MADCD twice a day (10 am and again at 2 PM). You will be getting many, if not most, of the files coming in each day from the warehouse. Please take back completed files on your twice daily runs. These files should be scanned into EDODS. Please be sure to index the registration certificates under REGISTRATION CERTIFICATE and the remainder under UNCLASSIFIED. The volume estimate from PRU should normalize at about 1,500 a week, although spurts may occur. Also, please be sure to keep the “receipt” notices on the front of these files. These receipts are generated at the warehouse and contain destination (ie, who needs the file) information required by Johnson Controls to redirect the files once you return them to MADCD.

8/05 - Suspended until further notice.

VERY IMPORTANT: Scan 6501 to MADCD to set the file scanned flag in TICRS. This transaction looks to see if the location is SCOD (40S) and sets the flag to TRUE. Please return these files to DTSV at the MADCD.

TM TICRS INDEXING:

Internal requests for re-indexing of scanned files will come in to email box TM TICRS_INDEXING. Please process these within 1 business day of receipt and email the requester upon completion. Provide a count of items processed each week in the biweekly COTR report. 5/2/06 – please do not refuse requests to reclassify documents within TICRS. The requests come from KNOWLEDGEABLE experts who know where the documents should be classified. Our job is to make good their requests.

Beginning 9/12/05 – the TTAB (via email from Bonita Royal) will be sending a list of files requiring classification each week to TM TICRS_INDEXING. Beginning 10/1/05 – please count these towards the 220,000 special task order, if the files are pending. Please have these files classified within 5 business days of receipt.

Method: The indexing should be performed with the existing TICRS Data Maintenance Module (DMM) software, to ensure proper audit trails are kept. *Every document should be classified into whichever existing category is appropriate.*

10/19/05: Errors encountered in running TICRS DMM or any software must be reported to the Helpdesk. When contractors from OCIO are helping you troubleshoot specific/reported problems, please keep Richard Godigkeit/Marian Bruffy/Lottie Coles cc'd on all emails.

INTEROFFICE MAIL PICK UP AND DELIVERIES:

Each day at

SCANNING IN/OUT BOXES – please check these boxes at least once a day for pick up

Pickup of RAM receipts, 2/4/05: The Office of Finance will initiate pickup of RAM receipts that the various program areas now located at the USPTO's Alexandria campus on Monday, 07 February 2005. On Monday there will be no need for your program area to deliver the RAM receipts to the Office of Finance's temporary office in the basement the Remsen Building. Beginning Monday the RAM receipts should be delivered to the program area's contact noted below.

RAM receipts should NOT be delivered to the Office of Finance's temporary office after Friday, 04 February 2005. The Office of Finance's temporary office will be moving shortly and receipts dropped there after Friday of this week could be "lost" forever.

RAM receipts to be picked up and delivered to Finance should be prepared by noon, in the Dunbar Armored gray bags and delivered to your contact location in your program area.

Finance has provided a list of contacts and locations for each program area below.

Note that the Office of Finance will remain in Crystal Park One but move from the 3rd to the 8th floor 25 February 2005. Our telephone #'s will remain the same. The Office of Finance does plan to move to the Alexandria campus in May.

Note that any checks or cash, i.e., funds going to the bank for deposit, processed between noon and 2:45 PM when the RAM accounting date is stopped each day will create a reconcilable item, i.e., the batch will be delivered to the Office of Finance one day late. With the exception of the POS windows, if you can hold off processing a sale in RAM which involves a check until after 2:45 PM it will assist the Office of Finance in reconciliation the bank deposits (and you won't get a lot of e-mails from me asking where the batch is). Processing sales with credit card or deposit accounts does not cause a problem.

If you have any questions concerning this matter do not hesitate to contact Doug Lindsay.

Organization	Contact	Telephone	Location
Trademark/POS	Joan Brown	(571) 272-9597	MDE 00/C55
OED	Wouwilda Albritton	(571) 272-6063	MDW 08D46
TC 1600	Brenda Gray	(571) 272-0528	REM 4B35
TC 1700	Denise Boyd	(571) 272-0992	REM 08-A60
TC 2100	Lisa Carney	(571) 272-1652	RND 3C70
TC 2800	Tonya Tubbs	(571) 272-1633	JEF 7B41
TC 3700	Merilyn Watts	(571) 272-4398	RND 08C15
Pat Search Room	Jonothan Morris	(571) 272-3272	MDE 1st flr
PETITIONS	Alicia Kelley	(571) 272-6059	MDW-7B59
OPLA	Martha Twitty	(571) 272-7750	MDW 07C59
EIP	Carolyn Johnson	(571) 272-5470	MDW 4D10

Assigning Filing Dates: Awaiting final decision from Lynne Beresford 3/3/05: Certificate of Mailing is strictly for determining the timeliness of a filing; the date of receipt at the USPTO remains the means for establishing the filing date.

Returned Checks, 3/3/05, per Finance: Customers are required to pay a \$50 processing fee for whenever a check payment submitted to the USPTO by the customer is refused and returned to USPTO by our bank (in accordance with 37 CFR 1.21(m) or 2.6(b)(12)).

If a customer's check has not been processed by USPTO, please do not inform the customer to place a stop payment order on the check in question because the customer will be responsible for paying the \$50 processing fee if the check is deposited and returned to USPTO for the reason of "stop payment" at a later date.

3/9/05: For very large documents that cannot be captured via IPC, scan the transmittal document using IPC so there will be a prosecution entry for incoming paper, and the huge attachments should be scanned using SCOD (inputAccel) software.

3/14/05 – From Leslie: Requests from Examiners to ITI to get documents in TTABIS into TICRS should be directed to Leslie Bishop to handle.

3/14/05, from Ron Sussman, the TM.File Requests public access email box is now up and operational. As you receive emails, please request the files from TM Clerical Support Request or by directly ordering the file from the warehouse yourself and have them scanned into TICRS. Add a count in the biweekly COTR report for emails received. All files coming from the warehouse go to the MADCD automatically. If the file is flagged lost, notify TAC.

Questions from the public about files they've asked you to scan should all be forwarded to TAC for response. 5/3/06 Please do not respond to the public yourselves.

3/14/05, concerning scanning Petitions Files, the Petitions Office will tram those files needing only marked pages scanned to 40L (special scanning). These will be identified clearly by the Petitions Office so that you understand that they need only marked pages scanned. HOWEVER, please make sure that the case really is already in TICRS first. Whenever any transaction is done from a station that is marked as 40S, it automatically sets the IN TICRS flag. If the case is not fully in TICRS, then the entire system is messed up.

3/15/05, concerning walk-up submissions at the TAC window, Please do not return original submissions when processing walked-in filings. If the customer requests the filing returned, explain that proper processing will be bypassed, and that we can return a copy of the filing. Take the filing, scan through IPC, and route it like incoming correspondence.

3/16/05, special 1-time scanning for Petitions Office. Please pick up, scan, classify as “unclassified”, and then return to the MADCD with a note asking the clerks to match them to the file, approximately 100 1-page documents. To be completed by COB Wednesday, March 23, 2005.

3/17/05, from Leslie Bishop: You may be getting a lot of examiner inquiries about withdrawn files because of a report that Leslie just updated. Please just forward the inquiries to her. This is what Leslie sent out to the managers:

The responses report is going to be updated to include "previous allowance count withdrawn," [status 643] and "withdrawn before issue," [status 692]. This change is intended to place files that have been withdrawn due to queries by Law Office management or have been queried by the OG Review process. Initially, the report is going to capture files that have been withdrawn but have been dropped from processing. This will be very much like the first action situation when we first started with FAST. The change in the report should be in production late today or early tomorrow. Questions and problems should be directed to me. Thanks.

For any file that is in 692 status that has not had the previous allowance count withdrawn [you will need to check prosecution history as the status will not change] and merely needs to get back into the publication loop - 6034 to location 657. That will put the file on the proofers report.

3/18/05, from Craig Morris: Applicants are attaching information to TEAS ROAs that never get to us electronically attached to the TEAS ROA. They then email the attachments and the examiners need them scanned in. They will need to be printed in color and scanned in color, so either the examiner or Steve Meyer or James Wilson will email ITI with the information to be temporarily processed this way, until a technical solution can be achieved. A one-time list of unprocessed attachments may be emailed to ITI from James Wilson in late March 2005.

3/24/05: Daily Mail Pick Up and Drop Off Locations and Times:

Pickups and drop offs are twice daily: 10 am and again at 2PM.

4th, 5th, 6th, 10th Floor Service Centers

4/15/05 Processing Corrections to Filing Receipt Requests: Once the new version of IPC is in effect, you will only receive the Work Location routing sheet. The document along with the physical location routing sheet will go to the Central Docket for filing in the file. After completing the correction to a filing receipt, you must:

1. Double click to open PCBCR on your desktop or go to a BCR terminal.
2. Manually key in or wand Transaction Barcode 6405.
3. Key in or wand serial number label.
4. The Prosecution History will record as:
FFDMI - -FILING FEE RECEIPT CORRECTION ENTERED

If this transaction is NOT performed, it will end up on the LOs overdue reports! Discard the logical routing sheet after processing is completed.

DO NOT FORGET to generate a duplicate filing receipt! Very important!

Until the new version of IPC goes into effect, please attach the incoming document to the Physical Location Routing Sheet and forward it to the Central Docket. Keep the Work Location Routing Sheet and discard once you have completed the correction. Follow the instructions (which are probably out of date) for processing corrections to filing receipts.

5/6/05: Very important! If you decide that a Request to Correct the Filing Receipt is really an amendment (meaning the applicant is asking for a change to something he initially submitted in his application), DO NOT run the 6405 transaction at all, but blacken out the Document Type on the Work Location Routing Sheet and hand-write in PRELIMINARY AMENDMENT, and then send the paper up to the Central Docket along with the other Work Location Routing Sheets.

3/30/06 – Put the Physical Location Routing Sheet along with the incoming document in the box headed for the Warehouse effective 4/3/06.

8/19/05: You must enter the correction within 1 business day of receipt. Before entering the correction, you must ensure that the file has NOT been assigned to an examining attorney. If the file has been assigned to an examining attorney, 8/25/05, ie, the file is in status 630, you must treat the correspondence as you would any other piece of correspondence for the Law Office's processing, ie, attach the Physical Location Routing Sheet to the incoming document, place the Work Location Routing Sheet along with all the other Work Location Routing Sheets for the Central Docket, and deliver both to the Central Docket.

NOTE: The COTR views true corrections to 76-series filing receipts as ITI-errors during data entry. I do not want these counted in your workload counts for the invoice as I do not expect ITI to bill us for rework caused by their error.

4/4/05 Papers for Previously Misassigned Files or for things that you simply cannot identify: Please return these to the sender with the attached notice:

<p><i>TO WHOM IT MAY CONCERN: We are returning your correspondence because the serial number or other information provided does not identify an application that is currently pending before the USPTO. For further questions, please contact the Trademark Assistance Center at 800-786-9199</i></p>

4/11/05: MPU Mail –

Incoming - We are planning to maintain the current MPU address for now. John Hassett's office will be setting up US post office boxes in our Carlyle building after we move, and we may create a new address for Madrid filings at that time. However, for now and until sometime after we move, the Madrid address will remain the same.

- ***Mailroom:*** Please be sure to CAREFULLY sort out any incoming mail to identify that which is addressed to MPU, or that which has a Madrid reference

number or a Madrid control number on incoming responses. Such reference or control numbers have the following format: Z123---- or A000----. Sometimes, the incoming MPU mail will be addressed to MPU employees in Felicia's group. All MPU mail is highly time sensitive. Do not scan this mail, but apply the mail date and deliver it within 4 business hours of receipt to MPU. MPU mail will be scanned at the MPU unit by ITI.

- **MPU** – please have someone pick up the MPU mail (new applications and responses) from the special US PO box each morning at 8:30 am and take it to MPU for immediate processing as follows below. If there is no mail there, please let the MPU manager know.

Responses received at MPU:

- Put the barcode receipt date on the response/new app
- Apply/assign reference number to new apps
 - Perform 4001 transaction (Creates a Madrid History Entry)
- Scans the response into TICRS
- Retrieves corresponding irregularity notice/subsequent designations and the relative file jacket
- Delivers all the above to MPU manager

Outgoing - Throughout the week, MPU will bring outgoing mail to the mailroom to be delivered to Switzerland via FedEx.

Madrid Processing Unit Support –

Occasionally, the MPU Manager will

- provide ITI (with the notices to be filed in the irregularity docket (these get filed in the month the response is due and in numerical order).
- Request a pull of the previous 3 months worth of folders (docket contains 12 months of folders)
 - Identify which have been responded to, abandoned, or registered, via a review of TICRS and the Madrid History (from TRAM?)
 - Discard the notices if the irregularity has been responded to or if the international application has registered or abandoned. Otherwise, give to MPU manager to review.
- Request ITI put provisional refusals in numerical order according to the international registration to be packaged for FedEx. Take to mailroom.

Please provide a count of MPU items scanned on the biweekly COTR report.

4/7/05, Informalities: Per Ari Leifman, use the informalities form letter entitled: ITI Bad Drawing Letter.doc when returning **paper** applications in which the "drawings" make it impossible to ascertain which mark, if any, they seek to register. (I think the current language ITI uses in these instances is "multiple marks," but I'm not absolutely certain of that.) DO NOT use this letter for any other type of informality.

- **4/18/05**, After misassigning a file, run a 6501 FDEST for file destroyed, to update the physical location of the file

4/15/05, Removing Items from Tram Prosecution History: Per Joan Axilbund, email TM Correct.

4/18/05, Papers for Assignment Division/ Certification Branch: Send the documents attached to the Physical and Work Location Routing Sheets to the appropriate destination.

4/18/05, Organizational Contacts:

Design Search Codes: Ken Boone

International Classes: Jessie Marshall

Mark Drawing Codes: Dewitt Howard/Ken Boone

Pseudo Marks: Ken Boone

Image Problems in TICRS and Tradeups: John Kuo, Steve Meyer, and Al Lambert

12/20/05 Informalities Questions: update 6/2/06 – Catherine Cain and Janis Long as backup

12/20/05 Drawings : update 6/2/06 – Catherine Cain and Janis Long as backup

Email Boxes to Monitor:

- ***TM Finance*** – monitor daily for requests to fix fees, from the examiners
- ***TM Filing Receipt*** – monitor daily for requests to correct filing receipts from the public. Scan incoming emails into IPC and process. **11/18/05**, We are working with Joan to get these automatically input into TIGRS and Tram. If you do not receive any for a period of time, something is wrong! We expect the contractor to be proactive in monitoring this email box and in notifying the COTR in the event something appears out of the ordinary, like an unusually low volume of requests.
- ***TM File Requests*** – monitor daily for requests from the public to scan registered file. Forward all requests requiring response to TAC, but do scan the file.
- ***TM Scanning*** – monitor daily for internal requests to scan entire files or documents within files. For files that are lost, the requester must produce the physical file. For files that have gone to NARA, the USPTO no longer has physical custody of these files and cannot scan them.
- ***TM TIGRS Indexing*** – monitor daily for requests from examiners to index unclassified scanned files or to index specific documents within a record in TIGRS.
- ***TM Services Reports*** – for daily proofreading report
- ***TM ROA/PRA*** – for daily TEAS ROA/PRA routing sheets to be printed and delivered to the Central Docket
- ***TM TEAS Assign*** – for daily incoming TEAS applications

- **TM TEAS forms** – for incoming other TEAS routing sheets to be printed and delivered to the Central Docket

The instructions for configuring the mailbox on the desktop are as follows:

Tools/ Services

Highlight: Microsoft Exchange Server

Click on the "Properties" Button

Select the "Advance Tab"

Click on the "Add" Button

Enter TM Divisional Questions.

Click Ok

Click Ok

General Information/Reference

TSD Domain Account – Documentation and a test server

CrossPRD automatic execute problems – Patrick Heneberry

5/13/05, Incoming Bills: any incoming bill (Hasler, NMS, Pitney Bowes, MEDI, Whitaker Brothers, DHL, UPS, Coverbind) be delivered to me. These formerly were being delivered to Jamal. Please instruct your staff not to forward them to anyone, but to deliver them directly to me.

6/15/05, Use of Yellow Fee Sheets: effective immediately, we will no longer purchase any additional specially-printed yellow fee sheets. Once the current supply is exhausted, please use a blank sheet of paper on which to print the fee information.

8/16/05 Routing Sheets – any scanned paper correspondence that does not produce a Physical and a Work Location Routing Sheet...notify Richard Godigkeit and the COTR immediately. We must know when this happens and with which paper this occurred.

9/7/05: Ordering Supplies: All requests for any supplies MUST go through Donald Britt.

9/12/05: TICRS DMM: The following ITI employees have Delete rights on TICRS DMM.

89027 - Walter Anderson

89036 - Sandra Malone

89034 - Marcia Gutierrez

89033 - John Brackett

9/13/05: TICRS DMM access is denied to all ITI employees until further notice. Any changes to TICRS must be emailed to TM DMM. Do not rescan anything. You must request exactly what you want done and you MUST give an explanation for why this

needs to be done. OTPC has been instructed to alert the COTR if no explanation is provided.

1/11/06: TICSRS DMM delete access is restored to ITI for all necessary deletions using actions EXCEPT mailroom deletions (ie, documents scanned using IPC). Those must STILL go through TM DMM.

FIT Updates:

- **3/14/05**, please go ahead and import all images associated with an incoming fax for a particular serial number. However, if any contain credit card information, you will need to either redact the information or delete the page entirely that contains that information by importing the images and deleting the pages using DMM. 3/18/05 – per Jean Brown, go ahead and upload all TTAB faxes.
- **4/5/05**. Please be careful to read faxes that are unusually long. These could actually be separate documents needing uploading. For faxes with more than one serial number on them, print a copy and scan into TICSRS using IPC for each serial number, generating a Work Location Routing Sheet to send to the Central Docket. You may pitch the Physical Location Routing Sheet and the copy of the fax that you printed.
- **9/29/05:** Please be aware that managers are now faxing biweekly production reports to their Work-at-Home examiners. These are clearly showing up in the folder you review for upload to TICSRS and have been being uploaded to TICSRS. These items should NOT be uploaded. I highly recommend you thoroughly QC what you are uploading and what you decide is not to be uploaded. When in doubt, I would like you to consult with Gary Holliday.
- The rule that anything with a serial number is uploaded no longer can apply.
- **11/17/05:** Faxes that come in to serial numbers that no longer exist in TRAM should be printed and delivered to the Petitions Office with the following transmittal note:

The attached faxed was received in Pre-exam and cannot be uploaded to TICSRS via IPC because the serial number was misassigned and is invalid in TRAM. Please advise if you want ITI to do anything further with this document.

- 12/29/05 – faxes belonging to the Patent's Office should be printed and hand-delivered to the Patent Office mailroom.
- 12/29/05 – faxes for TTAB with no serial number can likely be deleted – still waiting for Donald to get me a final answer, but I expect this to be the response since TTAB has access to it's own faxes.

- 12/7/05 – here is the URL to the storage area for RightFaxes awaiting processing by TICS-FIT <\\efx1\ticrs>. Everyone should have read access.

10/5/05: Al Lambert recommends that the contractor maintain a log of all requests to misassign any file.

10/20/05: Use the large window envelopes for mailing informalities letters.

10/20/05: Do not use the Red, White/Blue envelopes for domestic mail!

10/24/05: Regarding TTAB documents:

- Do NOT scan TTAB documents. These are to be pulled from the mail and delivered directly to TTAB, after applying mail dates. Effective 11/2/03, a rules change will mean that TTAB mail will arrive unbound (ie, no staples). Any staples added to TTAB documents by the contractor as an internal, contractor process should be removed prior to forwarding the document to TTAB. Smaller documents should be carefully handled so that papers do not get separated from the document – stapling these documents may be the only realistic means to ensure the papers don't get separated. Be on the watch for large documents. These will likely be inserted into interior envelopes. Leave these documents unopened in the internal envelopes and deliver them, unopened, to the TTAB. Apply mail dates to the envelopes. However, TTAB does not want large documents delivered to them loose and unassociated if they are NOT in internal envelopes, so do clip/rubber-band/insert in holey joes to keep them together.
11/4/03
- 11/4/03 TTAB documents marked “confidential”. These documents may not be opened by the mail room staff. Place a mail date label on the outside of the envelope and deliver them to TTAB. 4/7/04 These are sealed documents and CANNOT be opened by the mail room contractor as there are liability issues for the inadvertent disclosure of the contents of these envelopes. PLEASE be careful with these!
- For USPS-returned mail from the TTAB, assign a mail date to the incoming USPS-returned correspondence, do not scan, and deliver directly to TTAB. It is critical that the envelopes be attached to any USPS-returned TTAB mail.
- 3/18/05 – per Jean Brown, go ahead and upload all TTAB faxes
- 12/15/05 – Please print faxes for the Patent Office and take them to the Patent Office mailroom. Then delete them.

11/1/05 – Assembly Update:

Once the current inventory of file jacket labels is exhausted, please stop applying them. We will not be ordering more file jacket labels. Currently, there is an inventory of about 25,000 file jacket labels.

FY 06 New Scanning Equipment

- **10/6/05: Scanning Equipment Maintenance and Problems:** Do not place any orders for scanning consumables until further notice. We expect to have this resolved shortly. Any scanner problems, call into the HELPDESK and get a ticket number. *10/18/05, maintenance service is provided Mon-Fri from 6 AM to 6 PM with a 2-hour response and 4-hrs to repair (probably replacing the machine with an operational one).*
- **11/2/05:** Regarding the new scanning equipment: Call any repairs in to the Helpdesk. Call any orders for consumables in to the Helpdesk. Our maintenance agreement carries scheduled maintenance on the scanners every 6 mos and it is anticipated that consumables will be replaced then. However, Long Ung tells me that if you need other consumables prior to that scheduled maintenance, that you should call the Helpdesk to request them.

11/16/05: For all specimens or colored registration certificates that come in as part of incoming correspondence, scan these using the CST application. For other colored documents that are part of the body of a document of incoming correspondence, use IPC, and 12/12/05 and CST to scan the document in color and black and white". When in doubt, please refer to Lottie Coles. Update 12/12/05:

1/11/06: Regarding the Supervisor Module in InputAccel. *Constant monitoring of the supervisor module is required to ensure no bottlenecks of work in progress. Where there is a bottleneck, you must take appropriate action. Where batches have problems making it through all the modules, take appropriate action.*

1/12/06: Obtaining access to USPTO systems. Please realize that the COTR has no control over the PTO's security office in increasing the lead time for obtaining a USPTO photo badge ID. In the event of unusual delays, for example if the Office is doing a great deal of hiring, the COTR can make inquiries and complain to management.

Service Description: Set up and maintain PTOnet Accounts (access, account changes, and name changes).

Commitment Goal: 95% of requests completed within 3 business days after approval.

Hours of Support: [Prime Time Plus](#)

Contractor Responsibilities:

- For all new account requests and/or requests for new/additional resources, you must receive approval from a GS-14 (or above) supervisor or an approved designated representative.
- You must have a valid USPTO photo identification badge and present it when you receive your account (applies to both federal employees and contractors). Approved designated representatives (COTRs are approved designated representatives for USPTO contractors) obtaining account information for individuals other than themselves in special needs cases must complete an ITSPO Approved Designate form that they and their supervisor will need to sign on a yearly basis. The purpose of the form is to guarantee that they as "Approved Designates" will act on behalf of ITSPO and confirm that badges and accounts are only provided to individuals that have valid

USPTO badges as provided by the USPTO's Physical Security Office (CPK1, 615). The one exception to USPTO badge requirements is off-site contractor personnel, who will be handled on a case by case basis.

2/15/06 – Please submit Non-Disclosure Agreements to the COTR for every new hire.

3/12/06 – Fee Processing Instructions. Please follow the guidance posted at <http://ptoweb/ptointranet/comptroller/officefinance/documents/policiesprocedures.htm> (fee and refund processing procedures).

Per Kelly Beavers, fee codes 6991, 6992, and 6993 (Fastener Quality Act fees) should be part of the RAM release scheduled for 4/22/06.

Problem: when a TM application falls off the “fast track”, TMs is backing out the initial TEAS + filing fee amount of \$275 from fee code 7007 and then re-entering that money plus the additional \$50 submitted under fee code 6001 (paper filing). Because fee code 6001 is hard coded in RAM at \$375, the TM fee operators contact the Office of Finance to flip the flag to allow the fee operator to enter a “partial” amount.

Fee operators are supposed to be leaving the \$275 payment under fee code 7007 and then processing the additional \$50 under fee code 6008.

Per Doug Lindsay, 12/5/05, FC 6008 should be functional and eliminates some of the situations where the fee operators may need to call him to flip the flag on FC 6001.

3/17/06 – For documents where a signature in blue ink will not scan legibly on the documents as displayed in TICRS, please add the following note to follow as a 3rd page to that document:

“The document submitted on XX/XX/XX includes a signature signed in blue ink and it is not clearly visible on the papers as scanned due to software issues.”

4/21/06 – Teas applications and filings may contain audio and video (MP3) files. Please create a CD, upon request from Steve Meyer or others from the TEAS Assist office, and verify that it can be played from the desktop. You are not responsible for the audio or video quality. Put the serial number on the CD and (update 5/10/06) take the CD to the Law Library for filing. Donald Britt can supply you with CDs. Update 5/16/06, please be sure to put the SERIAL NUMBER only on the CD, place the CD in a CD box or cover that it came in (for protection) and deliver the CD without any documentation whatsoever to the Law Library, to any of the clerks in the Law Library. Make a second copy of the CD and send that to the Warehouse, enclosing the CD in a 8.5 x 11 2-hole-punched envelope. Put the Serial Number or the Registration Number, as appropriate on both the CD and the outside of the envelope. Update 5/18/06, please put the following statement on the “cover” sheet stapled to the envelope for the copy going to the warehouse: A CD of a multimedia file has been created and is available both in the physical file at the warehouse and in the TM Law Library.” Then scan this “cover” sheet using EDODS and classify it under the same category as the incoming TEAS filing that attached the JPG file. Use the same date as the filing date for that TEAS filing. ***Update 6/2/06 – Lottie has submitted an ECR to create transaction 6550 which will tram the CD to the Law Library and will update the prosecution history with an appropriate notation.***

5/12/06 – TEAS misassign requests from Steve Meyer should be processed. No need to question the COTR.

5/22/06 – Fee Code Update: Per Kelly Beavers - just wanted to give everyone a heads-up that the RAM issue with the fee code 6008 (\$50.00 Additional fee for failure to satisfy TeasPlus requirements, per class) will be fixed with this weekend's RAM 3.5 deployment so beginning Sunday, RAM users should be able to use this fee code without getting the error message they were seeing. With this fix, there should no longer be a need to 'flip' the fee code 6001 to allow a partial payment, since the additional fee can just be applied under fee code 6008. If users continue to find any errors while processing TM fees, please notify Doug and I (e-mail: RAMADMIN) and we'll inform the developers. Please disseminate this information to all TM fee operators who normally process these types of fees in RAM.

5/22/06: Last serial number in 78 series will be 78974999. OCIO will remind us when we are within 10,000 serial numbers of the final 78-series application.